Purposeful Patient Rounding Benefits Patients and Care Team Members

Why do patient rounding?

There are many advantages that can be attributed to patient rounding. A patient visit by a care team member can decrease anxiety as patients recognize they have regular access to someone to help them and to answer questions. From a simple check to asking how a patient is feeling, to answering a question about medicine, or assisting with a trip to the bathroom, it all goes a long way in the patient's eyes.

Patient rounding can positively impact patient satisfaction and the quality of care by improving communication between the care team and patient. Nurses are trained to focus on the four 'Ps' of patient care during purposeful rounding: potty (use of the bathroom), positioning, pain control, and proximity of personal items. Patients depend on these interactions with nurses, and these actions increase patient satisfaction during their healthcare journey.[4]

Overview

Hospital patients rely on their care team members to ensure they recover as soon as possible. One variable that can positively impact a patient's hospital journey to discharge is the inclusion of decisive or purposeful rounding in their care plan. To be purposeful, this management practice must involve more than just walking the halls. It requires a proactive, nurse-driven, methodical, evidence-based intervention to help predict and address patient requirements.[1]

Purposeful rounding is an essential approach for nursing managers and administrators to produce greater engagement by care teams, resulting in a decline in stress and burnout. And it has proven to have a positive impact on patient safety, patient satisfaction, employee morale and engagement.[2]

Gallup research shows higher nurse engagement is statistically related to lower patient complications and mortality indicators and 41% fewer patient safety incidents. Research also shows that hospitals with the least engaged nurses pay $1.1 million more annually in malpractice claims than do hospitals with highly engaged nurses.[3]

This paper discusses:

1. Why do patient rounding?
2. Measurable results
3. Technology that can enhance your rounding strategy

Purposeful rounding can lower readmissions after discharge from the hospital. It has been proven that hourly rounding throughout the stay prepares and informs patients about the discharge process, as well as what to expect after discharge. It ensures patients have a thorough understanding of their medication timing, dosage, and frequency. Purposeful rounding also offers an opportunity to ask questions and have clarity — a complete understanding of discharge plans — and receive comprehensive information on post-discharge care. In addition, nurses who carry out hourly rounds can recognize early warning signs of complications that could prevent a discharge.[5] Rounding can also help hospitals recognize situations that may cause an increase in readmission rates. These situations can be adjusted with quality improvement initiatives to positively impact readmissions.[6]

Rounding offers measurable results.

Studies show that rounding can have a positive impact on the following for patients.[7]

- Fall reduction: Studies have indicated that making sure patients have bathroom needs met and access to personal items can help lessen fall rates by over 50%.

- Pressure ulcers decrease: Hospitals applying purposeful rounding tactics have shown a drop in skin breakdowns/pressure ulcers by more than 10%.

- Call light utilization: Usage can be reduced over 40% with effective rounding. This also increases care team satisfaction as there are fewer interruptions.

- Overall patient satisfaction: Studies have found that patient satisfaction improves by over 10%.

Lowering readmissions.

Here are five top rounding methods used to decrease hospital readmissions.[8]

1.) Pre-Admission Rounds: This tactic involves providing early education on procedures, surgeries, treatments, and medications before they occur. This type of patient education has proven to reduce readmissions by 12%.

2.) Infection Prevention Rounds: Infections account 1.2% of every 1,000 patients readmitted to a hospital. Educating patients on proper hand hygiene, pressure sore management, as well as other infection protocols that reduce infection has helped with a decline in infection rates.

3.) Employee/Leadership Rounds: Using care team and leadership rounds, hospitals can determine areas that need improvement, such as training and quality. A well-trained care team is better able to instruct and plan for a patient discharge. In addition, care team and leadership rounds support a patient-centered care model where all participants are communicating, helping to ensure discharge occurs when appropriate.

4.) Nurse Rounds: Studies have shown that nurse presence with hourly rounding throughout the stay prepares patients and educates patients on the discharge process, as well as what to expect after the discharge process. In addition, nurses who complete hourly rounds can recognize early warning signs of complications that could prevent a discharge or worsening patient conditions.

5.) Post-Discharge Rounds: Completing discharge rounds, as well as follow-up discharge rounds, ensures patients have a full understanding of their medication timing, dosage, and frequency. It also offers the patient an opportunity to ask questions and have a complete understanding of discharge plans — and receive thorough information on post-discharge care.

Enhance your rounding strategy.

It is challenging for hospitals to create and maintain organized rounding data, either on paper or in an electronic spreadsheet format. It can also be burdensome to try to manage this information and make it available when and where care team members need it. To make rounding more purposeful, consider these steps.[9]

1.) Implement a purposeful rounding software tool.
A rounding tool can assist in streamlining data entry for efficient and effective rounding. With a solid organized rounding process, care teams can lessen time spent on administrative functions and spend more time focusing on patient care.

Direct communication and transmission of rounding data to other team members and supervisors. When all departments and teams have access to patients' statuses in real-time, healthcare teams can better assess necessary care requirements.[7]

Information can be easily analyzed and tracked over time with custom dashboards and analytics. This allows care teams to see the bigger picture, measure key indicators, and track progress throughout the patient stay.

Using patient rounding technology has improved patient satisfaction scores in 59% of healthcare organizations. Thirty-seven percent of organizations report benefiting from rounding technology's immediate feedback and accountability and compliance benefits.[8]

2.) Build a positive, patient-centric culture.
Encouraging a positive, patient-centric culture in care teams plays a significant role in delivering positive patient outcomes. One study found that five months after the execution of a patient-centric rounding process, overall patient satisfaction scores increased by 71%.[8]

Positivity in other parts of work, such as care team relationships, also affects the quality of care delivered to patients. When commitment is there to build a patient-centric culture, care teams can carry out their hourly rounding and other patient duties more successfully.[9]

Purposeful rounding promotes a culture of safety through:[10]

- ✓ Enforcing a safe work environment

- ✓ Checking all equipment

- ✓ Eliminating and/or reducing behavior processes that could result in harm

- ✓ Providing a focus on patient safety and patient assistance

- ✓ Identifying issues and deficiencies before they develop into safety events

- ✓ Demonstrating a commitment to change

3.) Increase workforce engagement.
Employee satisfaction is an important aspect of patient rounding. When healthcare organizations increase commitment by doing executive rounds of caregiver teams, it helps leadership identify concerns and take appropriate action to improve employee satisfaction.[10]

In addition to addressing concerns and identifying areas of improvement, rounding goes a long way in promoting effective communication and transparency among a care team. Leadership Rounding has been found to be the single most effective tool to make employees feel appreciated and heard.[10]

4.) Identify areas of improvement.

Healthcare organizations that conduct purposeful rounding will very likely discover areas for improvement during the process. A rounding tool helps organizations ensure that issues are corrected effectively, but also that data can be tracked over time to improve processes in the future.[10] Continuously identifying areas of improvement is essential for all types of healthcare organizations to guarantee patient safety and improvement in quality outcomes.

Using patient rounding technology has improved patient satisfaction scores in fifty-nine percent of healthcare organizations.
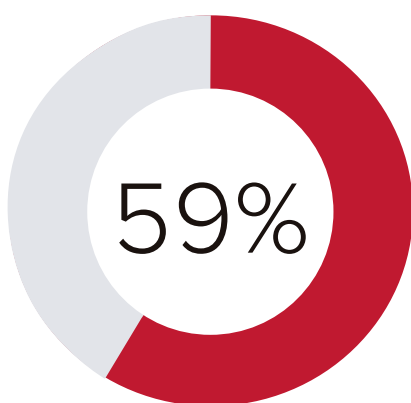
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59%

37%
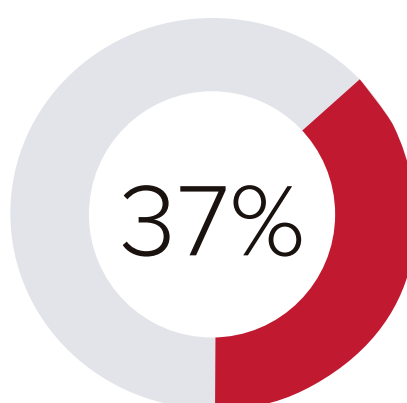
Getting clinical analytics where it is most needed.

Right now, getting the information that care teams need can be challenging. As data collection increases, healthcare organizations need to ensure that they are receiving the most up-to-date data, collected in an organized and usable format, to be able to make evidence- based clinical practice changes in a timely manner.

There are daily bed meetings to discuss census and hospital flow, daily interdepartmental rounding, physicians asking nurses and monitor techs for information they must locate, nurses searching through the EMR for the latest vitals, caregivers looking for strips, events, or alarms. Also, there may or may not be an order for telemetry, and if there is an order, is it compliant with hospital guidelines?

The right software can help care teams get the information they need when bed meetings and rounding meetings occur without having to search for critical information.

What is needed? A way to ...
Improve patient outcomes
Drive quality and safety changes
Streamline workflows
Increase patient satisfaction
Establish best practices and share with all care teams
Increase care team engagement
Reduce staff turnover

Care Team Rounding Reports

Spacelabs Enterprise Software provides an automated and efficient way to view clinical analytics to make critical decisions. On-demand reports are available that provide a holistic hospital view down to a unit level view with detailed information for each patient such as duration of monitoring, presence of cardiac rhythms, frequency of alarms, and vital signs measurements, plus the ability to review waveforms and all saved events.

Daily rounding or throughput reports track patients assigned to a telemetry device and report the most recent rhythm interpretations, an overview of past alarms, and provide the care team with the ability to easily dive deeper into patient data in order to recognize if their patients are ready to be removed from monitoring.

| Bed	Name	Rhythm Interpretation(s)	Medium Alarms	High Alarms	Flagged Events	Duration	Meets DC Policy	
200	Doe, Bob	BBB 3rd Degree Sinus Rhythm Sinus Bradycardia PVC	6	6	⚑	1 Day 3 Hrs		Review
201	Doe, Dana	Atrial Flutter	20	35		2 Days 8 Hrs		Review
203	Doe, Peter	2nd Degree Type 2 Sinus Rhythm PVC	5	11	⚑	23 Hrs		Review
204	Doe, Jenna	BBB 3rd Degree BIG PVC Sinus Rhythm Sinus Tachycardia	0	0		1 Hr		Review
207	Doe, Dustin	Sinus Rhythm PVC Sinus Bradycardia Sinus Tachycardia	68	176		5 Days 9 Hrs		Review
212	Doe, John	2nd Degree Type 2 Atrial Flutter 3rd Degree Sinus Rhythm	13	19		1 Day 2 Hrs		Review
ICU2	Doe, Jason	Atrial Fib Sinus Rhythm Sinus Bradycardia	40	43	⚑	2 Days 1 Hrs		Review
ICU3	Doe, Janey	Sinus Rhythm	0	0		1 Day 8 Hrs	✔	Review

Daily rounding report can be used to …

Decrease telemetry overutilization

Build in discontinuation criteria to guide decision making

Easily view total length of stay, alarms, rhythm interpretations, and flagged events on all patients

Track patients assigned to telemetry devices and provide reporting including criteria for patient to be removed

What about device tracking?

Central monitoring teams often spend a tremendous amount of effort engaged in processes and documentation to try to keep track of their telemetry devices. This typically involves paper logs and manual processes that can be prone to error. Even with this careful data handling, there is still loss. Equipment can be stolen, can leave the hospital with the patient, or commonly, devices can be thrown in with the linens and destroyed.

When equipment is lost and needs to be replaced, hospital margins are affected. When telemetry devices go missing, this means the hospital is short a monitored bed until they can get a replacement. Having a misplaced device can decrease overall productivity as time is spent looking for equipment, and ultimately risk patient safety when a device is not available.

Spacelabs Enterprise Software is designed to improve device management, decrease lost devices, eliminate time spent searching for equipment, and save valuable dollars on replacement costs. This includes an on-demand report that can be used to see where devices are available and where they are being most used. The ability to re-purpose and deploy equipment to where it is needed most requires a concise accounting of where that equipment is and how many devices are in use.
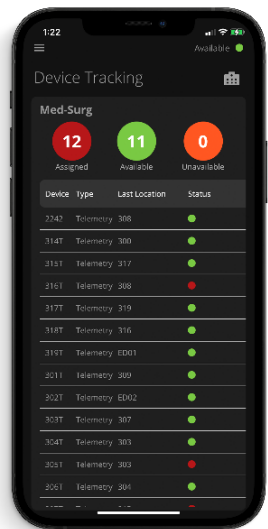
The device tracking report automates and tracks details electronically to help reduce the cost of lost transmitters.

- Provides an understanding of where devices are being utilized.
- Clear picture of where and who last utilized each device

New ways to address challenges.

Spacelabs Enterprise Software provides an automated and efficient way to get the information needed to make critical decisions.

We can take American Heart Association guidelines with order integration and add hospital-guided policy to create a discontinuation policy to show care team members which patients meet these criteria and may be appropriate to remove from specific device monitoring. This helps to create efficiencies and make best use of your care team.
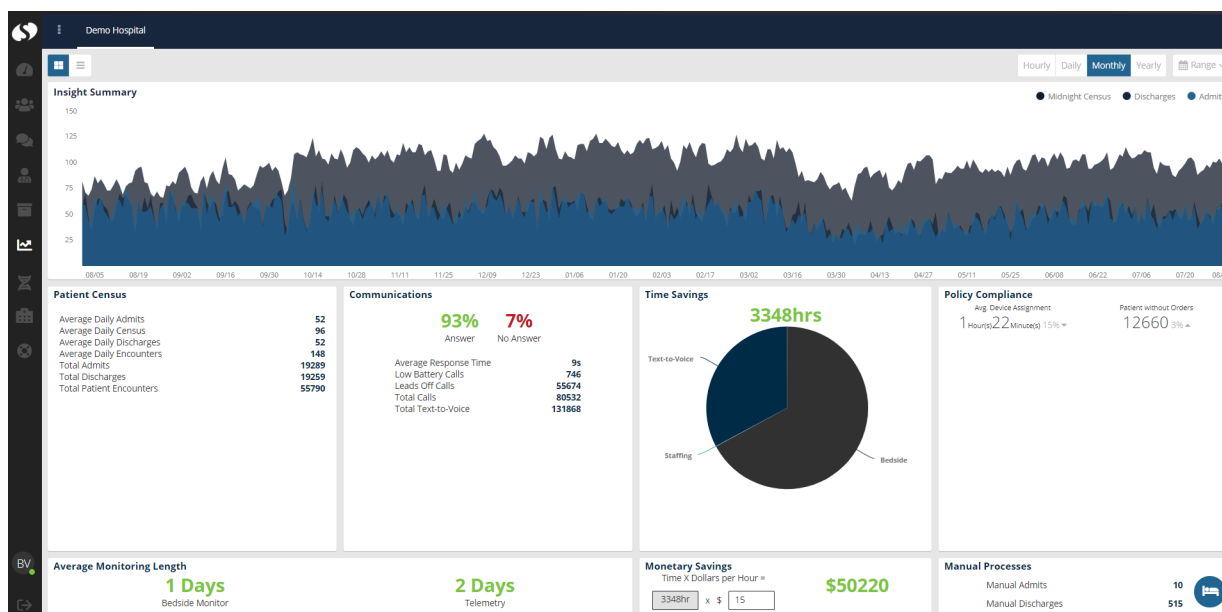
For leadership, it is important to understand how their organization's initiatives are making a difference. The feedback from our customers about how they are using data they did not have access to before to make changes has been impressive. As Clinical Director of Integris Southwest Medical Center in Oklahoma City, OK, April Crim, BSN, RN, CCRN, has significant responsibility for hospital telemetry. "We knew there had to be a better way, "said Crim. "By leveraging state-of-the-art technology, we felt we could enhance management of the entire telemetry process to improve efficiency and improve outcomes while cutting costs".

Using Spacelabs Enterprise Software, one hospital was able to reduce their telemetry days by 30% and achieve a recognized savings of just over $900,000 in year one. A detailed case study is available upon request.

Conclusion

Purposeful rounding is a powerful practice as part of patient care and can considerably enhance organizational efficiency. Implementing a robust software solution can support your facility in managing these challenges, and additional benefits can result such as device tracking, on-demand reports and more which are significant for both the patient and care teams.

Greater efficiencies using Enterprise Software.

As healthcare organizations increasingly seek technology that facilitates evidence-based, data-driven decisions, caregivers are turning to Spacelabs Enterprise Software. Enterprise Software offers much more than alarm management and reporting, with real-time reports on communications and throughput management as well as detailed retrospective information on patient events, providing valuable insights to care team members.

If you are interested in learning more about our Enterprise Software, please contact us at 1-800-522-7025. We can arrange an on-site discussion or video conference at your convenience.

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